



Luminex[®] 200[™] Maintenance & Support Services

North America USD

xMAP[®] Technology by Luminex Corporation is revolutionizing the life science and diagnostic industries by enabling companies and laboratories to perform bioassays far more quickly and cost-effectively than with other systems, while ensuring optimum accuracy. Luminex offers a multi-tiered maintenance and support program to ensure proper utilization, maintenance, and upkeep on the Luminex[®] 200[™] instrument.

The program is designed to fit the needs of any laboratory, whether in the academic, government, or private sector.

Luminex's Luminex 200 Maintenance and Support Program extends our service organization around the world with packages that fit all laboratory needs and budgets.

Luminex[®] 200[™] Maintenance and Service Agreements

Platinum

The Platinum service plan is intended for customers who continuously operate the instrument and require proactive service, with assurance of onsite 1-business day response, and an option to include assay start up and support.

Gold

The Gold service plan is intended for customers who regularly operate the instrument and require proactive service, with the assurance of onsite 2-business day response, and an option to include assay start up and support.

Silver

The Silver service plan is intended for customers looking for proactive service while staying within strict budgetary constraints.

Bronze

The Bronze service plan is intended for customers that may not be using the instrument regularly and have strict budgetary constraints.



Instrument Only Packages*

Features	Platinum	Gold	Silver	Bronze
Unlimited visits for emergency repair	✓	✓	✓	
Preventative maintenance visit <i>Additional PM visits can be purchased with a Service Agreement</i>	2/year	1/year	1/year	1/year
Travel and labor costs associated with emergency repair	✓	✓	✓	
Part costs associated with emergency repair	✓	✓		20% discount on parts
Priority scheduling for service requests	✓	✓	✓	
Certain software updates and modifications	✓	✓	✓	
Telephone and online support 24 x 7	✓	✓	✓	✓
Onsite response time (business days), if required	1	2	2	
Part Number	SLA-PLATINUM	SLA-GOLD	SLA-SILVER	SLA-BRONZE
Budget Needed for your Luminex® 200™ Package	\$9,528	\$7,717	\$4,877	\$2,151

Prices listed above are in USD and for one year term. Discounts are available.

Maintenance and Support Packages are not available in all locations. To inquire about availability in your location, please contact Service Sales at ServiceSales@LuminexCorp.com

Service plan pricing assumes customer has maintained continuous coverage. Standard Luminex policy requires instruments with a lapse in service coverage be recertified prior to engaging a new service agreement.

The recertification fee of **\$1,125** includes travel and three hours labor. Additional hours of labor and/or parts used during the recertification will result in additional charges.

Validation Services

Description	RUO Part No.	Price
Luminex® 200™ IQ/OQ with Installation	VP-LX-XPON-IQOQ	\$8,650
Luminex® 200™ Yearly OQ	VP-LX-XPON-OQ	\$6,450

Luminex
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To learn more, please visit: support@luminexcorp.com

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